

**EURASHE'S MANUAL FOR
INTERNAL QUALITY
ASSURANCE
IN PROFESSION-ORIENTED
HIGHER EDUCATION
(1st draft)**

EURASHE Nicosia Seminar

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Workshop I.1

- **Reasons why?**
- **How?**
- **Fundamentals** (plenary II mission, by Misiunas)
- **ESG** (plenary & workshop II.I by A.Vyt)
- **Conclusions** (further discussions)

why

- EURASHE's report on ESG implementation :
 - ✓ PHE is subject of other national systems of external (E)QA
 - ✓ IQA is developed later in PHE
 - ✓ ESG were known via EQA

- PHE is a very diverse and specific sector :
 - ✓ level 5, 6 & 7
 - ✓ Strong relationship with professionals as stakeholders
 - ✓ Stress on competences instead of pure knowledge
 - ✓ Work placements, experiential learning and recognition of it
 - ✓ Adult education and LLL

- PHE belongs to HE :
 - ✓ IQA & EQA are compulsory in national & European systems

- No handbook but inspirational guidebook with tips of good/best practices and warnings of pitfalls
- First fundamentals, then per ESG (plenary II & workshop II.1)
- Methodology :
 - ✓ Input by experts
 - ✓ Witnesses of good/best practices
 - ✓ Reflections by workshops

- What is quality (in PHE)?
- Many definitions, concepts & discussion among academics
- “*quality is the **degree** to which a product or **service** meets the **expectations or aims** that **all stakeholders** desire or formulate, and the **degree** to which that product or service give an **undisturbed pleasure during its normally expected life**” (J. M. Juran)*

- degree : measurable (quantity & quality)
- service : education is no product
- expectations/aims : to educate (teach & learn) so that after a successful period of education the student/learner have achieved the competences that are asked for on that level in the global world (intended & achieved learning outcomes)

start from vision & mission, translated into strategic goals & SMART objectives

- stakeholders : internal & external, personal, regional, national & international
- desire or formulate : (un)consciously, formal, informal & non-formal learning
- give an undisturbed pleasure : as consumer and as participant
- during its normally expected life : sustainability
how long will a graduate functions with his degree/competences/achieved LO?

- What is quality assurance (in PHE)?
- Many definitions, concepts & discussion among academics
- ***“QA is a management approach to focus on the **quality** of the **organisation** and is based on **participation** of all **stakeholders** in order to **satisfy** their **expectations** and **aims** as long as **possible**” (ISO)***

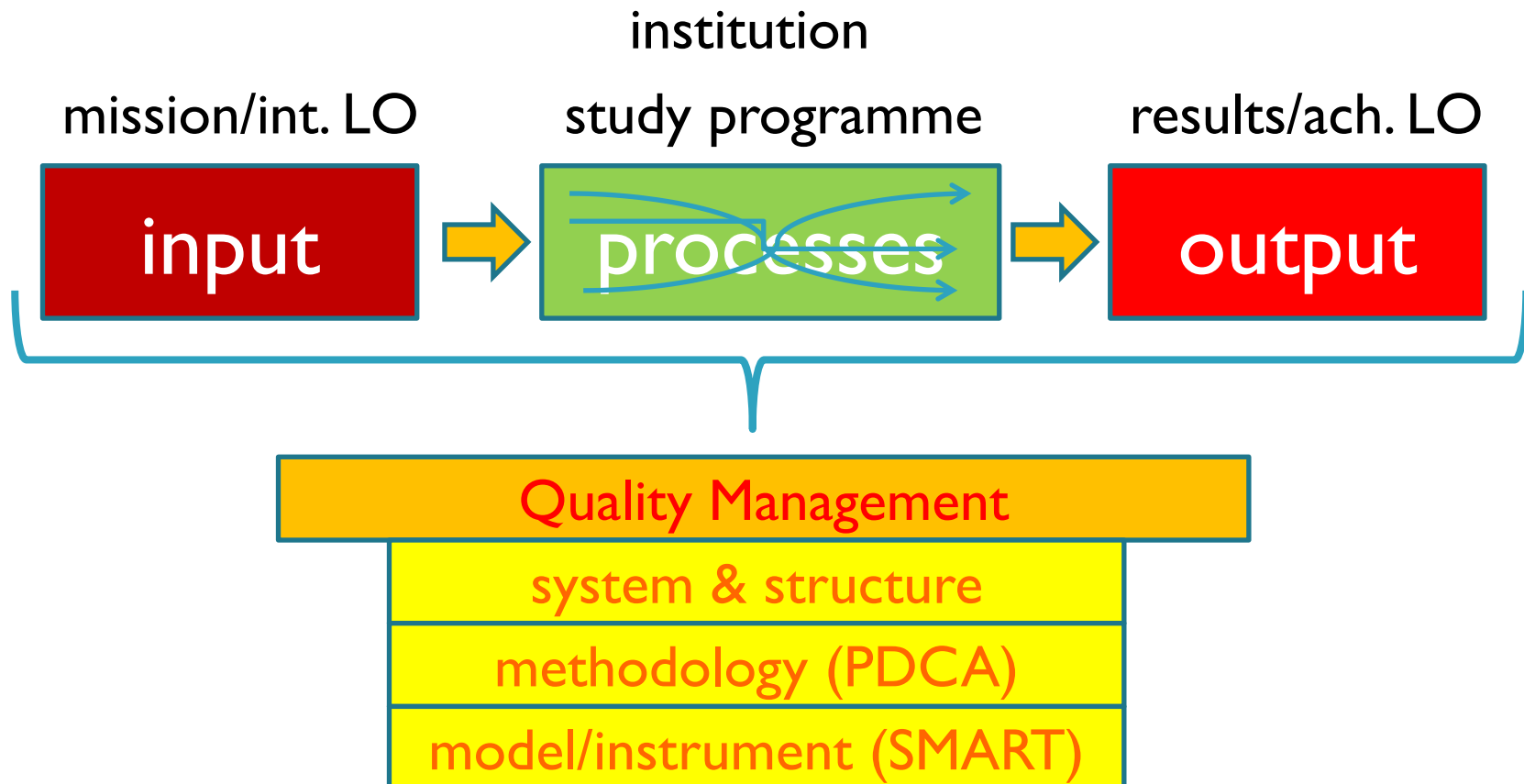
- management : leadership from executives to middle management & academics/teachers
structure (infrastructure)(organigram, decision, scope, ownership, communication, ...)
- approach : ways of actual management from vision, mission & strategy into SMART objectives & action plans system & structure (organigram)

- quality of the organisation :
total organisation = TQM (but start with specific unit, g.eg services)
organisational (Q) culture
institution/study programme/units
- participation of all stakeholders : all are identified & actively involved per aim, unit & process

- What is a quality assurance system?
- Many definitions, concepts & discussion among academics
- QA system is the **total of all managerial approaches, tools and instruments** in order to **guarantee the quality** of the **organisation** and to **enhance it systematically**

- What is a quality assurance system?
- Many definitions, concepts & discussion among academics
- QA system is to **guarantee and enhance the realization** of what the **organisation claims to do** in reply to the **needs of the global society**

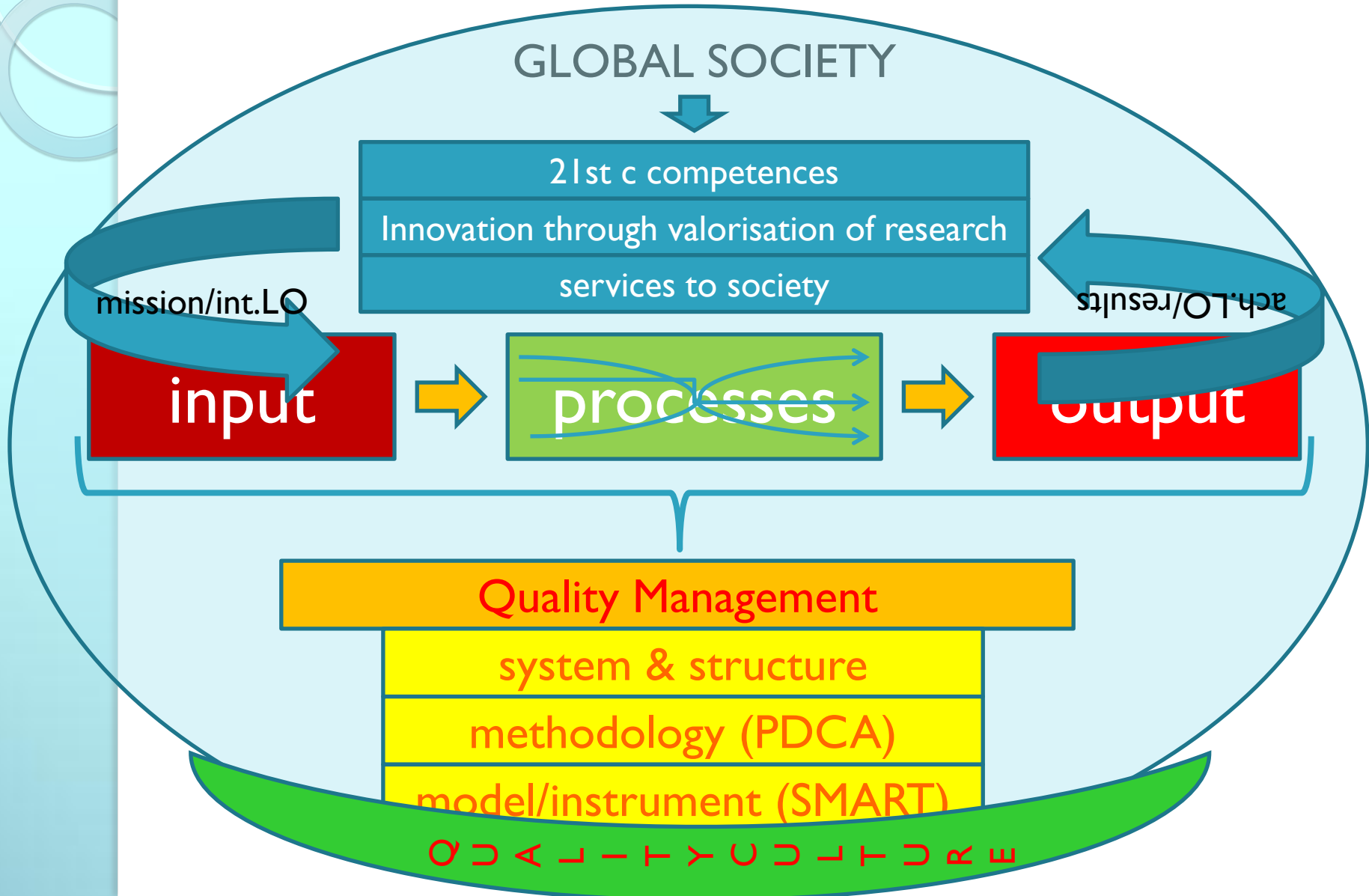
- What is quality management (in PHE)?
- Q is the added value between input & output (via processes)



- What is quality culture (in PHE)?
- Many definitions, concepts & discussion among academics
- “Q culture is an **organisation’s culture** focusing on **continuously higher quality** and thus lives in deeper attitudes and values that are directing towards a continuing improvement. Essential attitudes are **openness, constructive criticism, objectiveness, systematics, problem-solving, innovativeness and collectiveness.**” (LB)

- It's all about quality, stupid!
- Quality is the essence & goal
- Qculture is the ultimate guarantee of Q
- QA system is needed internally (IQA) & externally (EQA) (to meet)
- QA system needs systematic methodology starting from vision, mission & strategy into SMART objectives & plans shared by all stakeholders & systematically monitored (PDCA) towards realisation

- What is quality management (in PHE)?



- Characteristics of a good IQA (S)
- Underpinned by & developing Qculture (no purely administrative check-lists)
- Starting from vision, mission and strategic goals
- Leadership deeply involved
- Top-down meets empowered bottom-up
- Shared/Owned by all internal & external stakeholders

- Characteristics of a good IQA (S)
- TQM : all objectives, processes, outcomes, levels & units of an organisation (start with unit)
- In which clear SMART objectives are formulated/owned by all stakeholders...
- and are systematically monitored towards realisation (PDCA-methodology)(follow-up)

- Characteristics of a good IQA (S)
- IQA meets EQA and vice versa
- Transparent, independent/objective, self-critical/reflective

- Further possible discussions
- Who are the stakeholders?
- Consumers or participants?
- Relationship IQA and EQA
- QA, rankings & transparency/ classification tools
- IQA, intended & achieved LO
- IQA & 21st century competences or LO
- IQA & professional labels
- IQA & informal & non-formal learning
- IQA & LLL
- IQA & EQF, NQF, ECTS & other EHEA items

thanks

(to be followed)

Q & A